



TECHNICAL SERVICE BULLETIN

Lack Of Air Flow/HVAC Blower Motor Inoperative

23-2288

11 December
2023

This bulletin supersedes 23-2258.

Model:

Ford 2021-2023 E-Series

Summary

This article supersedes TSB 23-2258 to update the Parts List, Issue, and Service Procedure.

Issue: Some 2021-2023 E-Series vehicles may exhibit a lack of air flow due to an inoperative heating, ventilation, and air conditioning (HVAC) blower motor. This may be due to a damaged fuse F2 (50A) in the battery junction box (BJB). To correct the condition, replace the BJB, pigtail connector, and replace fuse F2 in the new BJB with the listed service replacement part.

Action: Follow the Service Procedure to correct the condition on vehicles that meet all of the following criteria:

- 2021-2023 E-Series
- Lack of air flow from inoperative blower motor and damaged fuse F2 in the BJB

Parts

Service Part Number	Quantity	Description
14A068	1	Battery Junction Box - Refer To The Parts Catalog For The VIN Specific Application
KU5Z-14526-B	1	Fuse
NU2Z-14S411-ARA	1	Service Wiring Pigtail Connector

Warranty Status: Eligible under provisions of New Vehicle Limited Warranty (NVLW)/Service Part Warranty (SPW)/Special Service Part (SSP)/Extended Service Plan (ESP) coverage. Limits/policies/prior approvals are not altered by a TSB. NVLW/SPW/SSP/ESP coverage limits are determined by the identified causal part and verified using the OASIS part coverage tool.

Labor Times

Description	Operation No.	Time
2021-2023 E-Series: Replace The BJB And Replace Fuse F2 (Do Not Use With Any Other Labor Operations Outside Of This Article)	232288A	0.3 Hrs.
Additional Time To Repair Or Replace Electrical Connector C1035B (Can Be Claimed With Operation A)	MT232288	Actual Time

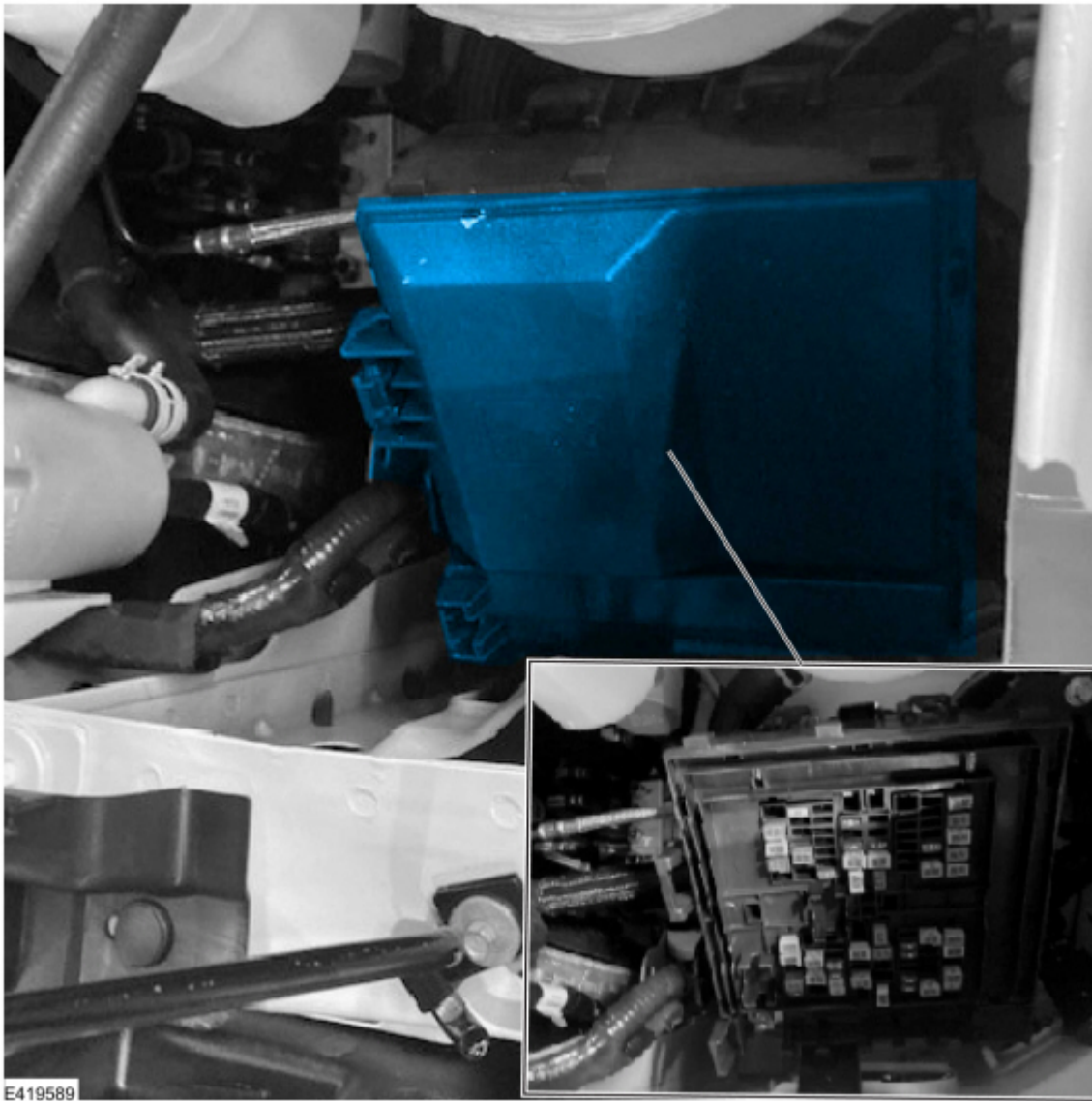
Repair/Claim Coding

Causal Part:	14A068
Condition Code:	28

Service Procedure

1. Disconnect the battery. Refer to Workshop Manual (WSM), Section 414-01.
2. Remove the BJB cover. (Figure 1)

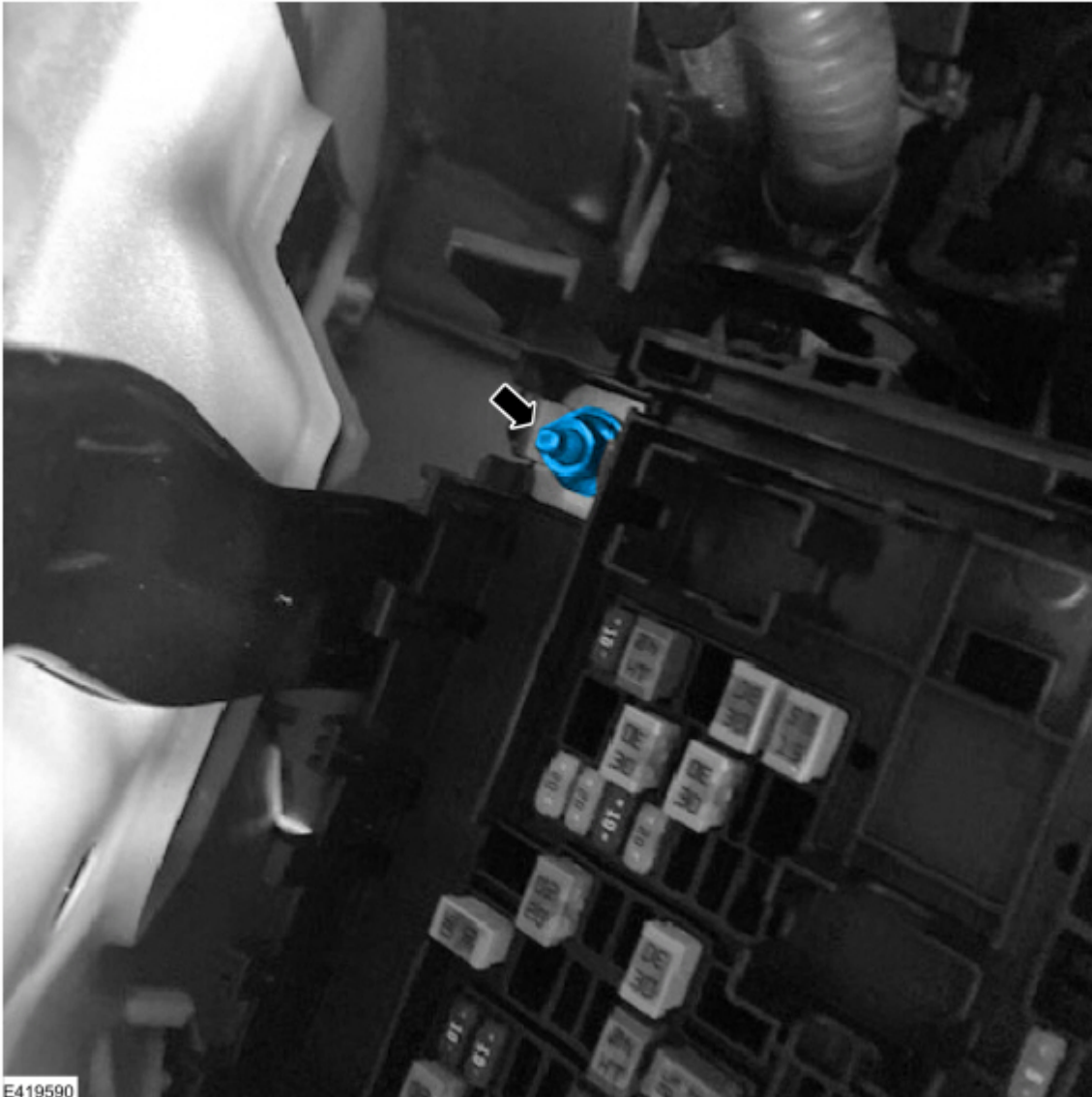
Figure 1



3. Using a 10mm socket, disconnect the single high current power wire. (Figure 2)

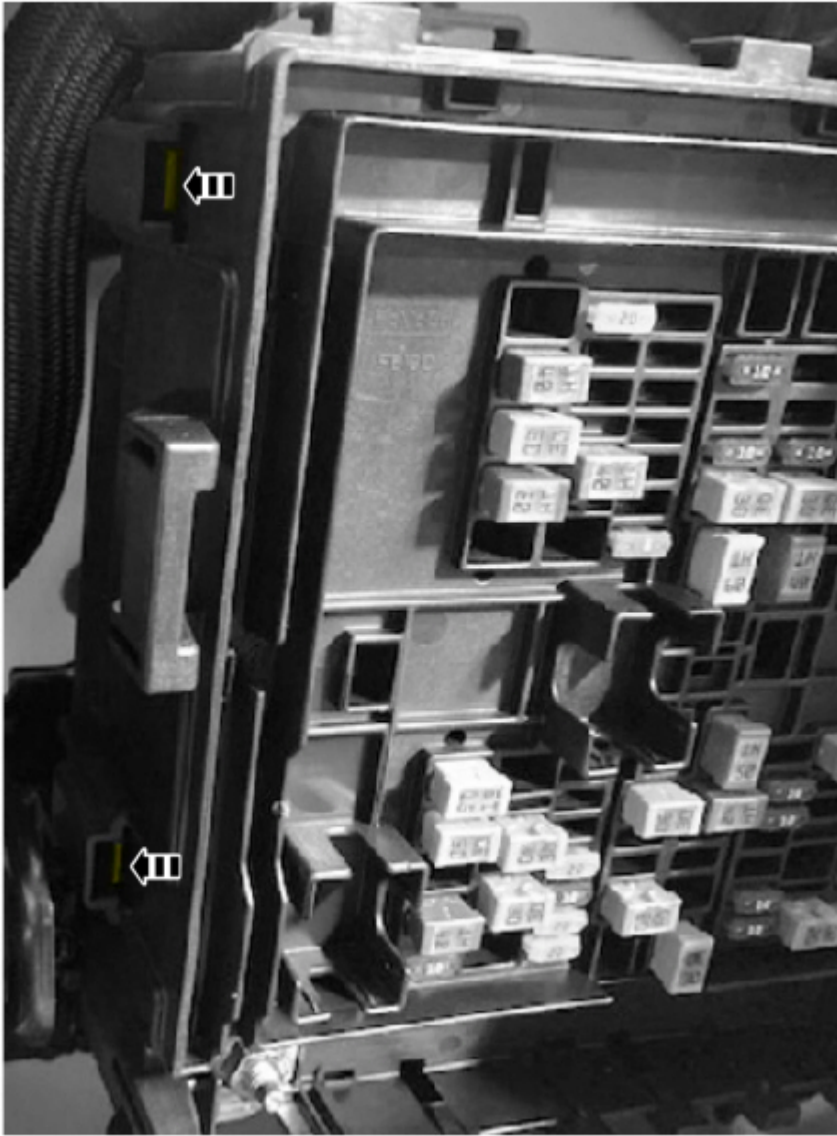
(1). Tighten to 93 lb-in (10.5 Nm) during assembly.

Figure 2



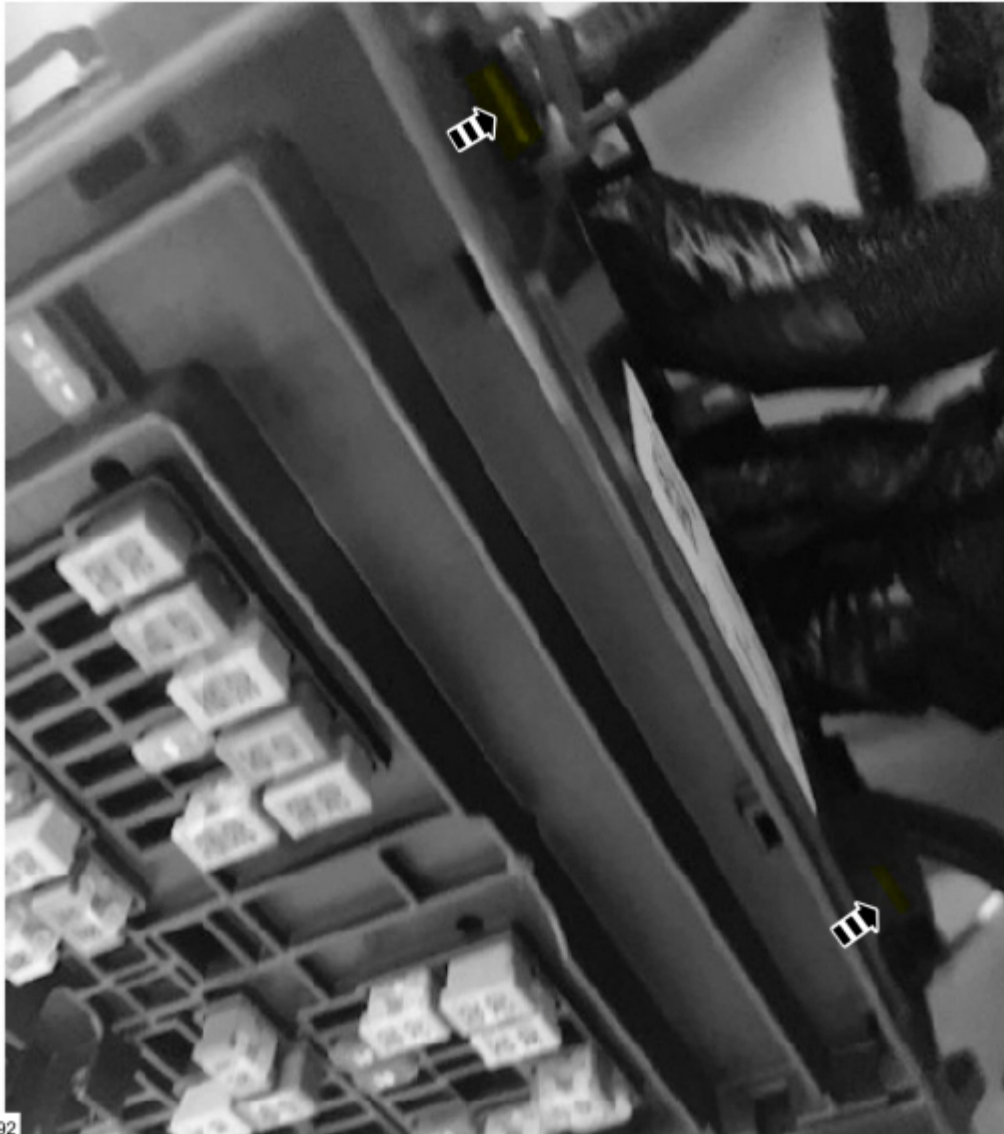
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4. Using a pick tool, release the locking tabs holding the BJB to the bracket. (Figures 3-4)
Figure 3



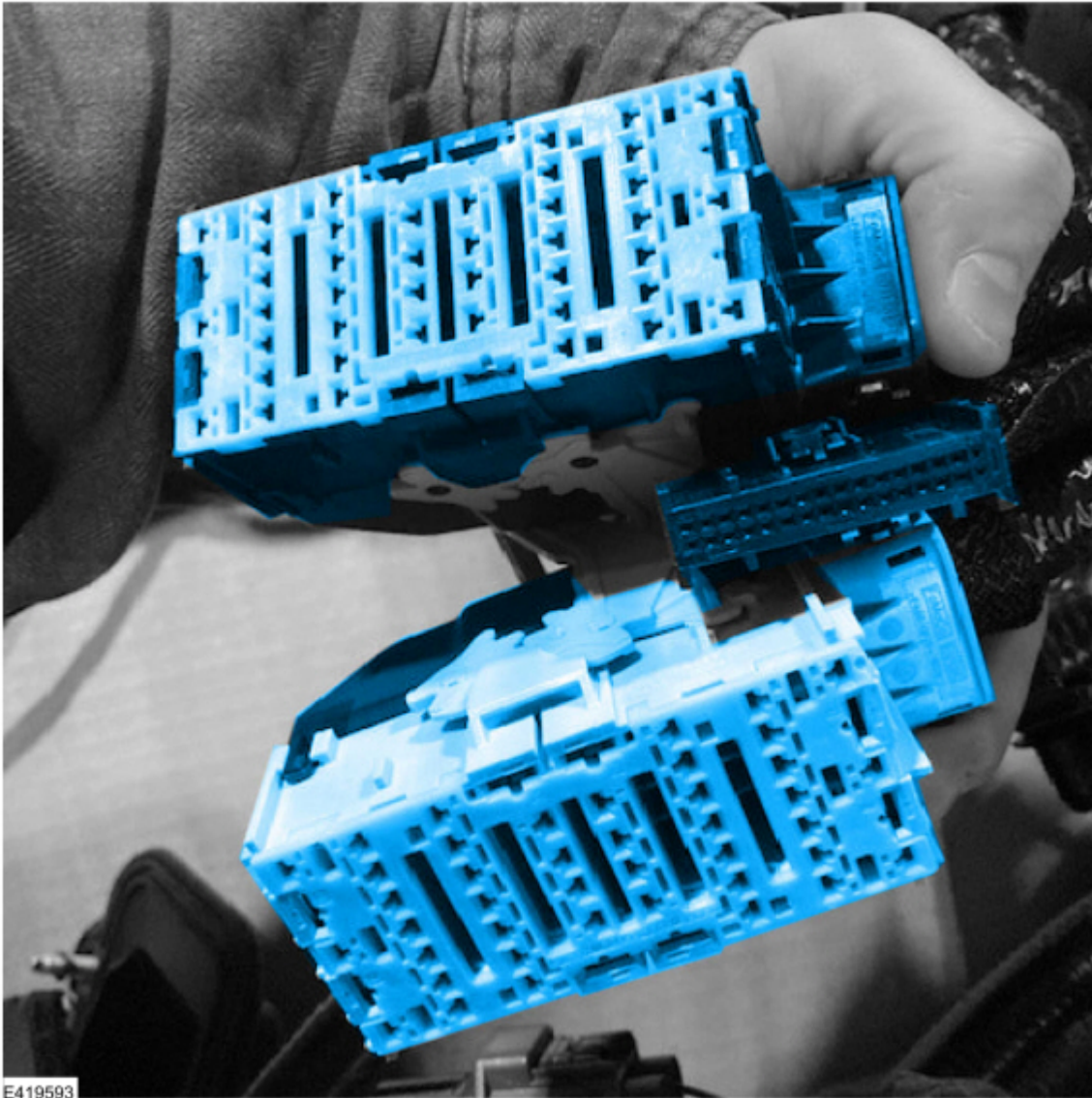
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Figure 4



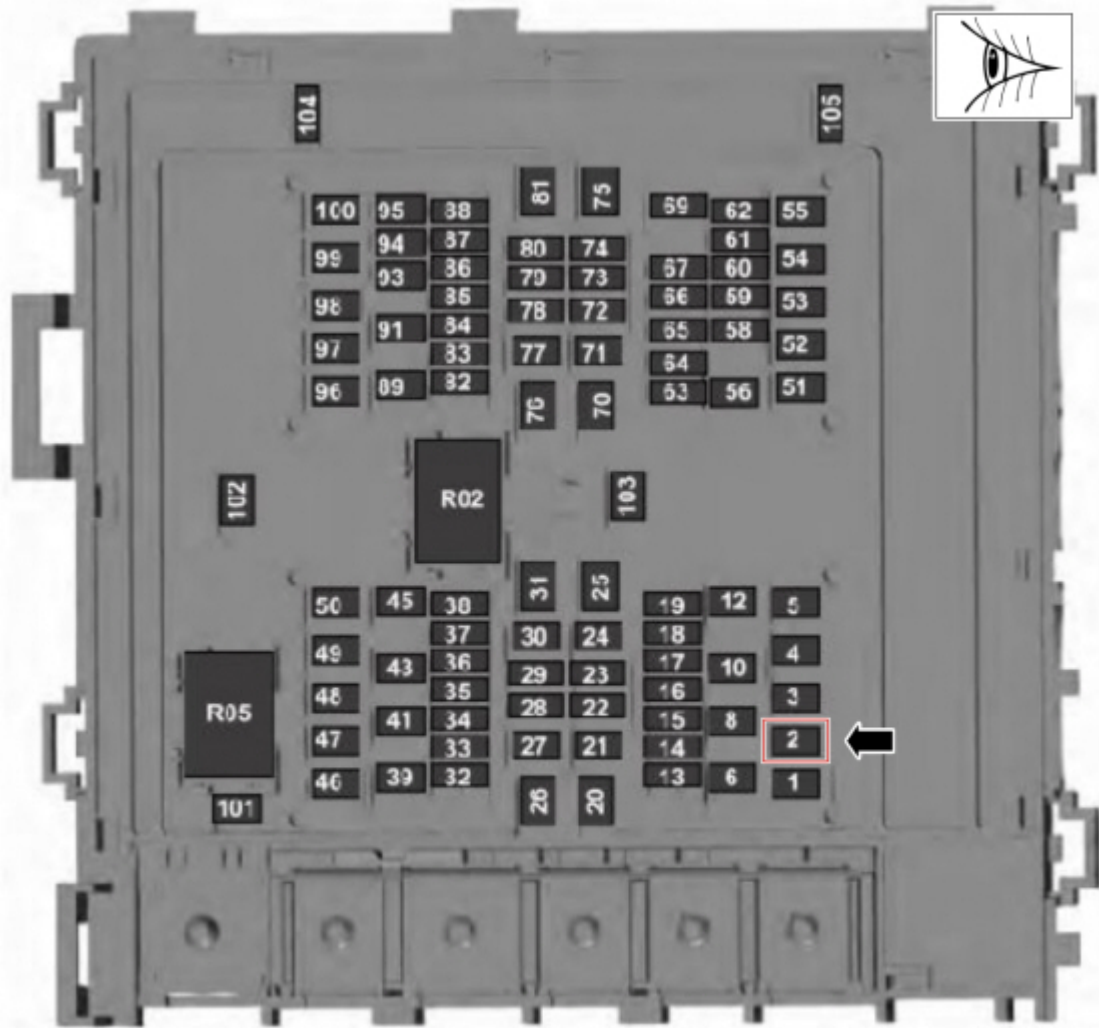
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5. Lift the BJB from the bracket and remove the 3 wiring harness connectors. (Figure 5)
Figure 5



6. Repair or replace connector C1035B. Refer to Wiring Diagram, Cell 005 for repair procedures.
7. Replace the BJB reversing the removal procedure.
8. Remove fuse F2 and replace with the listed service replacement part. (Figure 6)

Figure 6



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9. Install the BJB cover.

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NOTE: The information in Technical Service Bulletins is intended for use by trained, professional technicians with the knowledge, tools, and equipment to do the job properly and safely. It informs these technicians of conditions that may occur on some vehicles, or provides information that could assist in proper vehicle service. The procedures should not be performed by "do-it-yourselfers". Do not assume that a condition described affects your car or truck. Contact a Ford or Lincoln dealership to determine whether the Bulletin applies to your vehicle. Warranty Policy and Extended Service Plan documentation determine Warranty and/or Extended Service Plan coverage unless stated otherwise in the TSB article. The information in this Technical Service Bulletin (TSB) was current at the time of printing. Ford Motor Company reserves the right to supersede this information with updates. The most recent information is available through Ford Motor Company's on-line technical resources.